

**PRE-PROPOSAL CONFERENCE MINUTES**  
**Tuesday, February 24, 2015**  
**Department of Health and Mental Hygiene (DHMH)**  
**Office of Health Services (OHS)**

**RFP – Maryland Medicaid Dental Benefits Administrator**  
**DHMH-OPASS # 15-14344**  
**eMM# MDM0031018935**

The Pre-Proposal Conference was held on Tuesday, February 24, 2015 at the Maryland Department of Health and Mental Hygiene Offices, Conference Room L-1, 201 W. Preston Street, Baltimore, MD 21201. The Pre-Proposal Conference began at approximately 1:00 p.m.

**Pre-Proposal Conference Attendees:**

- Theresa Ammons - Contract Officer, Office of Procurement and Support Services
- Courtney Billups, Director, Office of Minority Business Enterprise
- Sabrina Lewis, Procurement Coordinator, Office of Finance

**Office of Health Services (OHS):**

- Shelley Lehner, Deputy Director, Medicaid
- Joel Tornari, Medicaid
- Charles Adkins, Medicaid
- Claire Seibert, Contract Monitor
- Monchel Pridget, Medicaid

**Potential Offerors:**

- Felicia Benjamin, Global Strategies, LLC
- Mark Borca, Scion Dental
- Louis Bullock, SQN Systems
- Joshua Cohn, Avesis
- Sheila Fuchs, DeCare Dental
- Netty Ghezai, Global Strategies, LLC
- Cheryl Harris, DentaQuest
- Olu Hassam, Korak Global Healthcare
- Scott Lorenz, Scion Dental
- Nancy McMorran, DeCare Dental
- Dean Phirrman, Delta Dental
- John Rice, Avesis
- Maritza Rosales, Quality Plan Administrators
- Jeff Schwab, Dominion Dental Services, Inc.
- Betty Scott, Quality Plan Administrators, Inc.

- Dean Shifflet, DentaQuest

**Ms. Lewis, Procurement Coordinator**, convened the meeting and welcomed all in attendance. All participants introduced themselves and the companies they represented.

### **Procurement Overview – Theresa Ammons, OPASS**

The Department intends to make a single award as a result of this RFP to the Offeror whose proposal is deemed to be the most advantageous to the State. The resulting contract will be for a three-year duration with two one year renewal options that will be exercised at the sole discretion of the Department. The anticipated contract term is **January 1, 2016 – December 31, 2018**.

Carefully review **Section 1 – General Information** beginning with page 7 of the RFP. All subsequent documentation regarding this solicitation will be posted on eMM and the DHMH websites.

The RFP and all subsequent documentation regarding this solicitation will be posted on eMarylandMarketplace ([www.eMaryland.buyspeed.com/bso](http://www.eMaryland.buyspeed.com/bso)) and DHMH ([www.dhmh.maryland.gov/opass/SitePages/Home.aspx](http://www.dhmh.maryland.gov/opass/SitePages/Home.aspx)) websites. Please note that an Addendum #1 will be posted to these websites in the next few days. MBE Attachment D-6 was omitted from the solicitation. The Attachment is included as one of your handouts for today's meeting. In order to receive a contract award, a vendor must be "registered" on eMM. Registration is free. Review **Subsection 1.8** for details.

Carefully review **Subsection 1.9 – Questions** regarding how to submit questions subsequent to this Pre-proposal Conference. Questions to the Procurement Officer, Michael Howard, with a copy to the Procurement Coordinator and myself shall be submitted via [http://dhmh.solicitationquestions@maryland.gov](mailto:http://dhmh.solicitationquestions@maryland.gov). Questions should be submitted no later than five (5) days prior to the proposal due date. The Procurement Officer, based on the availability of time to research and communicate an answer, shall decide whether an answer can be given before the proposal due date. So try to get any questions to us ASAP. The Department received questions from prospective Offerors prior to this meeting that has also been included in the handouts.

Again, the contract resulting from this solicitation will be in effect for three (3) years beginning on or about **January 1, 2016 and ending December 31, 2018** plus two one-year renewal option periods.

Subsection 1.30, page 24 is regarding **Payment by Electronic Funds Transfer**. This section goes into detail on how to register or request an exemption.

## POINTS EMPHASIZED:

- A. The Procurement Method used for this solicitation is **Competitive Sealed Proposal**.
- B. The **Offeror Minimum Qualifications** are listed in Section 2 – subsection 2.1 on page 34. As noted, the Offeror must provide proof with its proposal that the minimum qualifications have been met.
- C. The **Scope of Work – Background and Purpose** is listed I Section 3 – subsection 3.1 on pages 35 & 36. This subsection gives an outline of the responsibilities of the DBA.
- D. The **Scope of Work –Requirements** listed in Section 3 – subsection 3.2, begins on page 36. This is the “meat” of the solicitation that will give you a clear understanding of what the Department expects of the successful Offeror in the provision of the services.
- E. **PROPOSAL FORMAT**

Offerors are required to submit their responses to the RFP in two parts. **Section 4 – PROPOSAL FORMAT** (beginning on page 75) clearly lists all submission requirements.

- Your proposals shall be submitted in separate volumes:  
Volume I – Technical Proposal (separately sealed).  
Volume II – Financial Proposal (separately sealed)

### **Subsection 4.2 - Proposals (page 75):**

Volume I – **Technical Proposal** lists all of the documents and information required with your Technical Proposal. Give special attention to Subsection 4.4.3 (Additional Required Technical Submissions).

A 20% MBE goal has been established for the contract resulting from this RFP. Be sure to complete the MDOT Certified MBE Utilization and Fair Solicitation Affidavit (Attachment D1). **This attachment must be provided in a separately sealed envelope.**

A .5% VSBE goal has also been established for the contract resulting from this RFP. Be sure to complete the Veteran-Owned Small Business Enterprise form (Attachment M-1). **This attachment must be provided in a separately sealed envelope.**

The following number of Technical Proposals are required: 1 original unbound; 5 unbound copies; 1 electronic version (CD or DVD) in Microsoft Word Format; and a second electronic version in searchable pdf format (CD or DVD) for Public Information Act (PIA) requests. **This copy shall be redacted so that confidential and/or proprietary information has been removed.**

Within 5 days of being notified of its recommendation for award, the Offeror must complete and submit Contract Affidavit set forth in Attachment C. If there is a question of who your Resident Agent is, please call the State's Corporate Charter Division at 410-767-1330. The office is located at 301 W. Preston Street.

- F. To simplify the submission, Subsection 4.4 – The Technical Proposal - shows where documents and information should be included in the Technical Proposal.

**Section 4.5 - Volume II – Financial Proposal** (page 83):

- G. Under separate sealed cover from the Technical Proposal and clearly identified in the format identified in Section 4.2 “Proposals”, the Offeror shall submit one original unbound copy, 5 unbound hard copies, and 1 electronic version (CD or DVD) in MS Word of the Financial Proposal.

The Financial Proposal Instructions and the Financial Proposal Form are found in **Attachment F** (pages 147 - 150). If there are any questions regarding the Financial Proposal Form, please direct them to program staff present here today.

- H. The **Evaluation Committee, Evaluation Criteria and Selection Procedure** are outlined in Section 5 (beginning on page 84). Your proposals will be evaluated by a committee organized for that purpose and will be based on the criteria set forth in the RFP.

The **Technical Criteria**, listed in descending order of importance, can be found in Subsection 5.2. (pages 84 - 85) with the **Financial Criteria** listed in Subsection 5.3 (page 85)

The **Selection Procedure** is highlighted in Subsection 5.5 (pages 86 - 87). As noted, the contract will be awarded to the responsible Offeror that submitted the proposal determined to be the most advantageous to the State considering technical evaluation factors and price factors as set forth in the RFP.

**Documents Required Upon Notice of Recommendation for Contract Award** is listed in Section 5.6 (page 87)

- I. Other than composing your technical and financial proposals, the most important matter is to get your proposals to us by the date, time, and location listed. Your proposals are due no later than **Tuesday, April 14, 2015 @ 2:00 pm**. The address for receipt of proposals is listed on the Key Information Summary Sheet. **No proposals will be accepted after 2:00 p.m. Please note that the proposals come to DHMH headquarters at 201 W. Preston Street to my attention, Room 416B.**

Please address your proposal packets to the same address listed.

J. The three acceptable means of delivering a proposal are (see subsection 4.3 Delivery):

1. The U.S. Postal Service
2. Hand Delivery by Offeror - ask for receipt
3. Hand Delivery by Commercial Carrier - ask for receipt

Ms. Ammons reminded the attendees that if after this Pre-Proposal Conference prospective offerors may have questions answered that may help them understand the RFP, etc. Just keep in mind that the answers to your questions, if they are significant in nature, shall be posted on the eMM and DHMH websites. Therefore, please allow sufficient time for this to occur.

If you have any comments/questions about the procurement process, please contact me at 410.767.1361 or [Theresa.ammons@maryland.gov](mailto:Theresa.ammons@maryland.gov).

**Program Overview** – Shelley Lehner, Deputy Director, Acute Care Administration  
provided the following information and overview:

- The Maryland Healthy Smiles Program is a fee for service carve out of the dental program.
- One of the most important things that the ASO needs to do is maintain the dental home. Maintaining that dental home and continuing that continuity of care is extremely, extremely important.
- The second thing is to streamline processes when possible for both providers, participants, and for the Department.
- Thirdly, there has been a tremendous, tremendous increase in the access to care all across the board. So one of the Department's big goals is still to increase access for people over the age of 21, grown adults over the age of 21, and children under the age of 21.
- There remains a need to increase access around the entire State. There are some areas within the State that haven't performed as well as the urban areas, so those are areas obviously that we would like to be addressed.
- Another area is increasing the provider network.
- Provider relations is extremely important obviously before managed care organizations have provider relations -- fee for service Medicaid, quite frankly. We had provider enrollment and that was it. So we wanted to be able to provide individual provider relations with staff to all the providers that we have enrolled in the Maryland Healthy Smiles program, and continues also to be one of our foremost goals.
- The ASO must have an efficient and accurate call center to the information that is given from that call center to reflect not only the ASO. It reflects the Department and reflects the dental program. So any information that's given from the call center is expected to be accurate.

- New with this contract is developing and implementing a plan to inform providers on dental protocol that will enable them to ensure good oral health to our Medicaid participants.
- The Department expects continued participant outreach as well as educational materials.
- Quality assurance and improvement is extremely important.
- When it comes to overall operations, I think the best way to summarize it is the Department expects the dental ASO to utilize the highest levels of technology that they possibly can.
- Pre-authorization is a huge thing for dental. An efficient and effective pre-authorization process is expected.
- Above all, the State, the Department and the ASO need to be able to have flexible operations where we would be able to react to any necessary changes that need to be made to the program, to our systems.

**MBE Review** – Mr. Courtney Billups, MBE Director, Office of Minority Business Enterprise

**MBE GOAL:**

- There is a 20% MBE goal on this particular solicitation, and a half percent VSBE goal.
- The Certified MBE Utilization Fair Solicitation Affidavit, Attachment D1, must be fully and accurately completed and submitted along with your proposal. Failure to do so will result in your proposal being deemed non-responsive. NOTE: Mr. Billups proceeded in reviewing the D1 form in detail.
- Within ten working days of receiving notice that your firm is the apparent awardee, you must submit your Outreach Efforts Compliance Statement, Attachment D-2, and Subcontractor Project Participation Certification, Attachment D3. Offerors may request a waiver of the MBE goal within ten working days of receiving notice that your firm is the apparent awardee. You must submit all of the required documentation in accordance with COMAR 21.11.03.10.
- Carefully review the liquidated damages provision in the solicitation, part of compliance with MBE rules and regulations. Per new MBE regulations, MBE prime contractors may count 50% towards the 20% goal. In other words, you can count 10% of that goal as a prime contractor.

**VSBE GOAL:**

- Attachment M-1 must be fully and accurately completed and submitted along with your proposal. Failure to do so may result in your proposal being deemed non-responsive. NOTE: Mr. Billups proceeded in reviewing the M-1 form in detail.
- Only United States Department of Veterans Affairs certification is acceptable. This can be verified on [www.vetbiz.gov](http://www.vetbiz.gov). VSBE certification from another entity or jurisdiction will not be accepted.
- Within ten working days of receiving notice that your firm is the apparent awardee, you must submit your Subcontractor Participation Statement, Attach M-2. Offerors may request a waiver of the VSBE goal within ten working days of receiving notice that your firm is the apparent awardee. All required waiver documentation must be submitted in accordance with COMAR 21.11.13.07.

- Mr. Billups can be reached at 410.767.2206.
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### **Questions**

Conference attendees asked several questions that will be posted to eMM/DHMH websites along with the Department's responses.

The Pre-Proposal Conference adjourned at approximately 2:07 p.m.

Submitted by: DHMH/Office of Health Services  
201 W. Preston Street  
Baltimore, Maryland 21201